



Data and Privacy File Guides

AppleCare: Screen Sharing and Shared Setting Sessions

July 2022

File name

Screen Sharing and Shared Setting Sessions.csv

File description

Support interaction sessions where the screen sharing feature was setup between an Apple Advisor and customer for support purposes.

Why Apple keeps this information

Apple retains information related to screen sharing sessions in order to facilitate providing support to the customer and to help improve support services.

Plan Protection Provider

Apple is providing any AppleCare Services data we hold on behalf of your Protection Plan Provider. If AppleCare Services data files are provided, they will be identified with your Protection Plan Provider's name.

Field Name	Details
Area	The business unit of the support staff (e.g., AppleCare Advisor, Retail specialist)
Case ID	Unique number for the customer's support case
Customer Email/Alias	The customer's email address for the support case
Customer Name	The name of the customer with whom the screen sharing is being conducted
Device Name	The customer defined name of the device
Device User Name (macOS only)	Name of the device being shared with Apple
End Time	End date and time of the screen sharing session
IP Address	IP address where Apple has connected to share
Messages	Message transcript from advisor and the customer during screen sharing session
OS Version	Operating System version of the device that is in a share session with an Apple advisor
Primary Interaction	Type of interaction with customer (e.g., Voice, Chat)
Screen Sharing Type	Whether the screen sharing was done with MacOS, iOS or Windows
Serial Number	The customer's device serial number
Session Status	Whether the screen sharing session connection was a success or failure

Field Name	Details
Start Time	Start date and time of the screen sharing session